Lucy Yuting Li

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EDUCATION

The University of Chicago   Chicago, IL
B.S. in Computer Science (spec. Human-Computer Interaction), Minor in Media Arts and Design   *Oct 2018 – June 2022*
GPA: 3.5

EXPERIENCE

Capital One   New York, NY
Associate Product Manager on Catalog (Enterprise)   *August 2023 – March 2024*
- Commenced research to understand customer behavior and obstacles with Catalog, including ~20 customer interviews and ~200 support tickets analyzed daily, and created a product feature plan for release based on findings
- Completed product life-cycle for a long-requested feature that allowed simultaneous metadata edits from a max of 500 to a max of 10,000 datasets per submission, eliminating multiple uploads, increasing customer productivity
- Facilitated meetings with UI, data stream Enterprise teams, and stakeholders to develop and release several new ways of streaming data from Catalog, streamlining metadata editing, reducing repetition and customer confusion
- Collaborated with the tech team to identify key goals for each quarter to support KPIs, refining and formalizing feature work into epics and tickets on Jira to guide engineering work for tech debt, new features, and improvements
- Initialized an independent project to update overhauled outdated documentation and complete weekly quality assurance testing to monitor user data after initial feature release and analyze results

Associate Product Manager on Messaging and Docs (Retail Bank)   *August 2022 – August 2023*
- Designed a product roadmap and initial wireframes for a Tableau dashboard that displayed daily success metrics for paper and email messaging, freeing ~30 hours weekly for the Messaging Success team after dashboard completion
- Used data from the Tableau dashboard to determine underutilized messages, retiring ~50 messages lowering financial commitments and server workload
- Organized message releases into production, prioritizing based off highest utilized messages and ~20 other teams' dependencies, with no interruption to message delivery and zero customer-facing downtime
- Scheduled and released waves of ~200 email and paper message template conversions with our message template team to conform to the new platform's format, completing all messages within a year after a 3-year delay
- Completed weekly quality assurance testing and post-release testing to ensure products were working properly, alerting and working with the tech team when issues arose

Institutional Clients Group (ICG), Citigroup   Virtual (New York, NY)
Software Development Summer Analyst   *June 2021 – August 2021*
- Led the development of an API gateway using Spring Boot Cloud Gateway in order to support rate limiting, circuit breakers, and A/B routing as part of the refactoring of CitiConnect API for more efficient and cost-effective service
- Developed multiple local API endpoints to test the API gateway as a proof-of-concept to prepare for quality assurance testing, load testing, and implementation into CitiConnect API framework

EXTRACURRICULARS & LEADERSHIP

Capital One Community   New York, NY
Students & Grads Events Lead and Mentor   *August 2022 – March 2024*
- Planned monthly meets for Capital One's Student & Grads NYC community, managing outreach and scheduling
- Mentored two first-years in the Product Development Program, assisting them with the transition to full-time work and understanding product manager responsibilities
- Participated in Capital One's gaming community, competing in company *League of Legends* tournaments and coaching newer players to the game

PUBLICATIONS, SKILLS, INTERESTS

Publications: Kumar, P. C., O'Connell, F., Li, L., Byrne, V., Chetty, M., Clegg, T., and Vitak, J. Understanding research on designing for children's privacy and security: A document analysis. IDC 2023.
Technical: Microsoft Excel, Word, and PowerPoint, Confluence, Jira, Agile, Git, Python, C
Hobbies: Video Games, Streaming, Reading, Cooking, Mechanical Keyboards